



Driver License Division High Value Data Set

November 2019

Transactions:

In Office-Completed Transactions:	<u>399,566</u>
Online-Completed Transactions:	<u>190,038</u>
Mail-Completed Transactions:	<u>7,790</u>
Phone-Completed Transactions:	<u>6,801</u>
Offender ID Card Transactions:	<u>1,050</u>
DL and ID Cards produced this month:	<u>614,546</u>
Non-CDL skills tests passed: ¹	<u>25,339</u>
Non-CDL skills tests failed: ¹	<u>5,951</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>45,899</u>
DL customers assisted by IVR:	<u>0</u>
DL average hold time in minutes:	<u>13:12</u>
DL average handle time in minutes:	<u>4:57</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>27,592</u>
Occupational Licenses Issued:	<u>1,083</u>
Ignition Interlock Licenses Issued:	<u>372</u>
Enforcement Actions Processed:	<u>36,833</u>
Traffic Convictions Processed:	<u>126,072</u>
DRP Cases Suspended:	<u>N/A</u>
Customer Contacts:	<u>11,235</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>5,216</u>		
DPS Basic Control Skills Tests Booked:	<u>5,310</u>		
DPS Road Tests Booked:	<u>5,730</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,526</u>	<u>2,036</u>	
DPS Basic Control Skills Tests:	<u>1,408</u>	<u>435</u>	
DPS Road Tests:	<u>1,440</u>	<u>337</u>	
CDL TPST Providers:	<u>97</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,169</u>	<u>213</u>	
CDL TPST Basic Control Skills Tests:	<u>1,147</u>	<u>258</u>	
CDL TPST Road Tests:	<u>1,147</u>	<u>234</u>	

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>14,359</u>
Impact Texas Youth Driver Completions:	<u>30,953</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,103,728</u>
Class C TPST Providers: ¹	<u>303</u>
Customer Contacts:	<u>3,618</u>

Notes

1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.